



***G3 REMARKETING LTD T/A G3 VEHICLE AUCTIONS LTD***

***Auction Quality Policy***

## ***Introduction***

G3 Remarketing are an independent vehicle auction house with sites in Castleford, West Yorkshire and Bedford. We hold weekly auctions physically and online with a huge variety of vehicles offered from a range of Vendors. This quality policy ensures that both physical and online car auctions are transparent, reliable, and aligned with best practices to safeguard the interests of all parties involved.

## ***General Auction Standards***

- Transparency: All cars will have a clear description, including V5 status, mileage, service history, and vehicle title status.
- Vehicle Identification: Every vehicle should display the Vehicle Identification Number (VIN) and have documentation verifying its authenticity.
- Condition Reports: Vehicle inspection reports to ensure that buyers have a clear understanding of the car's current state.
- Accurate Representations: Cars should be represented with up-to-date photographs, an assured report where applicable, and a condition grading.

## ***Pre-Auction Inspection and Quality Control***

- Pre- Sale Inspection: Each vehicle will undergo a pre-sale inspection by someone with the relevant skills and experience. This is not a mechanical inspection.
- Roadworthiness: This will be displayed clearly as Roadworthy/Non-Roadworthy/Non-Runner
- Grading: in line with NAMA standards with a 1-5 Grading (1 being the highest standard)

## ***Auction Process Policies***

- Bidding Transparency: Clear guidelines on bidding increments, time limits, and any applicable fees should be communicated to all participants.
- No Hidden fees: All fees, including buyer premiums, deposits, and other transaction-related costs, should be transparent.

## ***Grievances and Assured process***

- Grievance Process: Buyers can raise a grievance against a purchased vehicle on their account. These should be done with the timescales outlined in the General terms and conditions and the Assured Scheme terms and conditions.
- Assured policy: We have created an assured report to offer additional trust to our Buyers ahead of auction. Assured Reports can differ dependent on the vehicle. For further information please visit the buyer section of our website [www.g3remarketing.co.uk](http://www.g3remarketing.co.uk). T&Cs apply.

## ***Auction specifics***

- Accurate Listings: We will ensure each car is listed with photographs, a description and disclose the Vendor (unless we do not have permission from the Vendor to share).
- Viewing: We encourage our Buyers to physically view the vehicle and will endeavour to present as much information to our online bidders.
- Shipping and Logistics: We will offer clear options and estimates for delivery and ensure any third parties we use are reliable and meet industry standards. Collection is available on all vehicles.
- Payment: This should be received the following working day after receiving the invoice. The method of payment is Bank transfer and the details will be clearly visible.

## ***Buyer Eligibility***

- All Buyers should apply online.
- The type of Buyer will depend on the documentation/identification required. This will be clear on the application.
- A deposit may be applicable. You will be advised if this is required.
- We endeavour to process your account within 72 hours.
- When visiting auctions all Buyers should register and agree to auction rules prior to participating.

## ***Ethical Compliance***

- Ethical Standards: G3 will not withhold or misrepresent facts about the vehicle and will remain neutral without favouring specific sellers or Buyers.

## ***Feedback and Continuous Improvement***

- We encourage buyers and sellers to provide feedback on the auction experience, vehicle quality, and services. Customer input is carefully considered to ensure the highest standards are met.